



## **IEN Technical Advisory Committee**

October 6, 2010

(Approved February 2, 2011 by Committee)

The October 6, 2010 meeting of the IEN Technical Advisory Committee was held in the Barbara Morgan Room, LBJ Building, 650 West State Street, Boise, Idaho.

### **ATTENDANCE**

#### **Members/Alternates Present:**

Jerry Reininger (Chair), Meridian School District  
Greg Zickau (Co-Chair), Office of the CIO  
Brady Kraft, IEN  
Jerry Piper, Cambridge Telephone Co.  
Randy Gaines, ISU  
Gens Johnson (alt for Ann Joslin), ICFL  
Chris Gibson (via phone), Jerome School District

#### **Others Present:**

Bob Collie, ENA  
Sally Brevick, Office of the CIO  
Mike Vance, ENA  
Lenny Simpson, ENA  
Joel Strickler, Qwest  
Keith Murphy, Qwest  
Mike Costa, IEN  
Debra Stephenson-Padilla, IEN

### **APPROVAL OF PREVIOUS MEETING MINUTES**

**MOTION: Jerry Piper moved and Greg Zickau seconded a motion to approve the minutes of the meeting held on August 4, 2010; the motion passed unanimously.**

### **GENERAL UPDATE**

Brady Kraft introduced Mike Costa, newest addition to the IEN, to the Committee. Brady shared that he was able to take advantage of Tandberg's year-end, and purchased 90 Receive and 7 Originate systems for a savings of approximately \$219,000. One Vision is warehousing the equipment and has insured it. Tandberg increased the warranty on the units from 3 to 4 years.

Brady assumes that the IEN has not been awarded a BIP Grant as he has not received any notification. Brady shared a Connections Report showing which sites are complete and on the IEN. The Dept of Admin, working with QWEST and ENA, has established a CUG into the IEN and it is a 15 megabit CUG designed to support video traffic. This is to support primarily the training that originates from the training room. Greg commented that the connection is currently designed to support video, but in the future, it will support a more robust longitudinal data system for the Dept of Education; a better way to connect than the public internet.

The Connection Report also indicates the schools that have been identified and systems ordered. The IEN has been able to take advantage of Metro Ethernet in many areas such as the Treasure Valley, Idaho Falls, Twin Falls, and Pocatello. There are still a few schools to be reviewed prior to ordering, but Brady expects to have these ordered by December 30.

### **TROUBLE-TICKET SUMMARY**

Lenny Simpson shared an "IEN Ticket History Dashboard" chart and graph that demonstrates overall ticket volume; general support; outages, etc. In general, the network has been very reliable, running

less than 1 ticket per site; however it is fairly early to establish a history. Brady noted that this report now helps to determine where the issue lies, and ENA is able to fine-tune and identify the problems within the WAN.

Jerry Piper asked whether ENA recorded an outage trend by vendor. Lenny responded that they look frequently at outages, and if it is an anomaly, they will meet with Qwest to discuss. Joel Strickler pointed out that Qwest has a dedicated Service Manager for the state of Idaho, whose sole responsibility is to be pro-active and reactive to quality of service.

Greg requested that ENA provide the Committee with a Bandwidth Utilization report at each meeting to determine if any schools are in need of more bandwidth, and what it will take to get it.

#### INVITATIONS FOR PROPOSALS REPORT

Bob Collie reported that about 2 months ago, ENA and Qwest sent out requests for innovative solutions or means to service 30 identified highest call sites. They received 12 responses and they believe they have solutions to improve rates for all but 3 locations. They will now do due diligence with the responses and once they decide how to proceed with those locations, undertake contracting with the submitted responses. Bob Collie stated that their target is to have this firmed up by the end of this month per Brady's request. Jerry Reininger asked that this be brought back to the Committee when it is appropriate and inquired whether ENA and Qwest received responses from all who were sent invitations. Bob Collie responded that the invitations were extended to everyone who attended any of the State's open sessions or Qwest's open sessions with infrastructure service platforms and those who attended were asked to share the invitation with anyone else who would be interested, or to let ENA know so that the invitation could be passed on. Requests were also sent to the ITA. Responses were not received from everyone, but the responses that were received were considered good.

Jerry Piper asked who makes the final decision. Jerry Reininger responded that since ENA and Qwest had developed the RFP, it would be up to Qwest and ENA to determine the partnerships with providers, but will answer to the Dept of Admin with the decisions. Greg confirmed that ENA and Qwest will make a determination (which the Dept of Admin has no participation in), and will then make their recommendation to the Dept. based on who they feel meets the Department's needs for price point and quality. The Dept has not and will not influence their decision in any way. It was suggested that if anyone had any questions regarding the proposal, to e-mail ENA/Qwest at:

[idahoserviceavailabilityrequest@ena.com](mailto:idahoserviceavailabilityrequest@ena.com).

The meeting adjourned at 2:42.

Respectfully submitted,

A handwritten signature in black ink, reading "Debra Stephenson-Padilla". The signature is written in a cursive, flowing style.

Debra Stephenson-Padilla